

Md. Riasad Azim

House no:41, Road: 05, Block:B,
Monsurabad R/A, Adabor, Dhaka
Email: riaalone60@gmail.com
Cell No: +88-01793856637



Objective:

Capacity and willingness to work under stress and competitive environment requiring sense of responsibility, commitment, poise, hard work and focus on Business Administration with potential avenues for learning and growth.

Education:

MBA : Southeast University
Major : Marketing
Result : CGPA 3.77
Year of Passing : 2020

BBA : Southeast University
Major : Finance
Result : CGPA 3.83
Year of Passing : 2015

H.S.C : BN School & College, Khulna
Result : GPA 4.30 out of 5.00
Group : Science
Year of Passing : 2009

S.S.C : Rotary School, Khulna
Result : GPA 5.00 out of 5.00
Group : Science
Year of Passing : 2007

Experience:

1. Currently I am working as a **Customer Experience Officer** in **Rides-Inbound Dept** in **Pathao BD** starting from **1st February, 2026** and running.

Job Responsibility

- .To acknowledge and resolve customer complaints promptly via phone calls, live chat and emails.
- To maintain accurate records of interactions and complaints in designated Customer Relationship Management (CRM) system.
- To ensure customer satisfaction by communication on complaints.

2. I have worked as a **Marketing Executive** in **Sales & Marketing Dept.** in **Bangladesh Material Testing Laboratory Ltd.** starting from **13th July, 2021** and ended on **30th July, 2025**.

Experience:

Job Responsibility

- To ensure office supplies are maintained, including checking inventory and others.
- To ensure the confidentiality and security of LAB files and filing systems
- 3. I have worked as an **Executive in Sales & Marketing Dept. in Maxim Label & Packaging (BD) Private Ltd.** starting from **21st October, 2018** and ended on **12th July, 2021.**

Job Responsibility

- To pursue the client about the information of the company, our products, the work procedures, terms and conditions.
- To share the accumulated knowledge about all of product category.
- To make frequent visit to the client's factory to consult about the orders we expect to receive from them.
- 4. I have worked as an **Executive in Customer Relation Dept. in Asset Development & Holdings Ltd.** starting from **10th August, 2017** and ended on **20th October, 2018**

Job Responsibility

- To maintain good and healthy relationship with current and existing vendors.
- To find out new potential customer to provide the best real estate service.
- To set client meeting outdoor and indoor for apartment promotion.

Language Proficiency

Fluent in speaking and writing in both native languages Bangla and foreign language English.

Computer Knowledge:

- Microsoft office- Excel, Word, PowerPoint.
- Adobe Photoshop 7.0/ CS3

Extra Curricular:

- Actively participated in the activities of school, colleges and universities sports , cultural programs and other activities as well.
- Active participant in any proactive teamwork.
- Proactive in building good relationship with people.

Interests:

- Interior designing
- Drawing
- Latest Fashion trends

Personal Information:

Fathers name : Md. Anwar Hossain
Mothers name : Shahinoor Begum
Gender : Male
Date of Birth : July13th,1991
Religion : Islam
Marital Status : Married
Blood Group : O (+ve)
Nationality : Bangladeshi

Permanent Address:

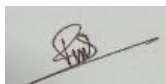
Village : Laxmikole,
Post Office : Fulbari
Thana : Magura
Dist. : Magura

Present Address:

House No : 41
Road : 05
Block : B
Thana : Monsurabad Residential Area, Adabor, Dhaka

Reference:

Md. Wahidur Rahman
(Head of Media, Brands & Communications)
Banglalink Digital Communications Ltd.
Email: mdwrahman@banglalink.net
Phone: 01962424331



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